

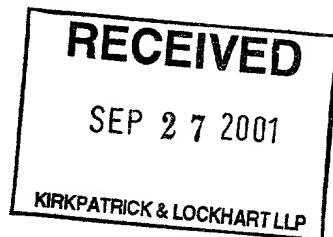


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APPLICATION NUMBER	FILING/RECEIPT DATE	FIRST NAMED APPLICANT	ATTORNEY DOCKET NUMBER
09/935,955	08/23/2001	Thomas Tioe	00771

26285
KIRKPATRICK & LOCKHART LLP
535 SMITHFIELD STREET
PITTSBURGH, PA 15222



CONFIRMATION NO. 1585

FORMALITIES LETTER



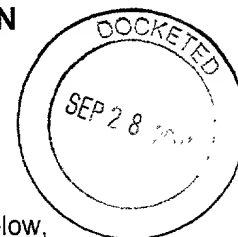
OC000000006787657

Date Mailed: 09/25/2001

NOTICE TO FILE MISSING PARTS OF NONPROVISIONAL APPLICATION

FILED UNDER 37 CFR 1.53(b)

Filing Date Granted



An application number and filing date have been accorded to this application. The item(s) indicated below, however, are missing. Applicant is given **TWO MONTHS** from the date of this Notice within which to file all required items and pay any fees required below to avoid abandonment. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a).

- The oath or declaration is missing.
A properly signed oath or declaration in compliance with 37 CFR 1.63, identifying the application by the above Application Number and Filing Date, is required.
- To avoid abandonment, a late filing fee or oath or declaration surcharge as set forth in 37 CFR 1.16(l) of \$130 for a non-small entity, must be submitted with the missing items identified in this letter.
- **The balance due by applicant is \$ 130.**

The application is informal since it does not comply with the regulations for the reason(s) indicated below.

The required item(s) identified below must be timely submitted to avoid abandonment:

- Substitute drawings in compliance with 37 CFR 1.84 because:
 - drawing sheets do not have the appropriate margin(s) (see 37 CFR 1.84(g)). Each sheet must include a top margin of at least 2.5 cm. (1 inch), a left side margin of at least 2.5 cm. (1 inch), a right side margin of at least 1.5 cm. (5/8 inch), and a bottom margin of at least 1.0 cm. (3/8 inch);

11/29/2001 GTEFFERA 00000062 09935955

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*A copy of this notice **MUST** be returned with the reply.*

JP

Customer Service Center

Initial Patent Examination Division (703) 308-1202

PART 2 - COPY TO BE RETURNED WITH RESPONSE

1. The following information is for the use of the Patent Office and is not to be used for any other purpose.



11-28-01

Sector \$
#3

PATENT
00771

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:
Tioe et al.

Serial No.: 09/935,955

Filed: August 23, 2001

Group Art Unit: 2643

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APPARATUS AND METHOD FOR
MANAGING A CALL CENTER

REPLY TO NOTICE TO FILE MISSING
PARTS OF NONPROVISIONAL APPLICATION

Pittsburgh, Pennsylvania 15222
November 26, 2001

U.S. Patent & Trademark Office
P.O. Box 2327
Arlington, VA 22202

Box: Missing Parts

Dear Sir:

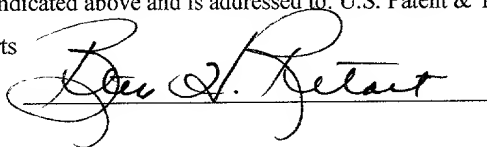
In response to the Notice to File Missing Parts of Nonprovisional Application mailed
September 25, 2001 in connection with the above-identified application, Applicants herewith submit
the following:

- (1) three properly signed declarations in compliance with 37 C.F.R. § 1.63;

"Express Mail" mailing label number ET793309175US

Date of Deposit November 26, 2001

I hereby certify that this paper or fee is being deposited with the United States Postal Service "Express Mail Post Office to Addressee"
service under 37 CFR 1.10 on the date indicated above and is addressed to: U.S. Patent & Trademark Office, P.O. Box 2327,
Arlington, VA 22202, Box: Missing Parts





- (2) a check for the declaration surcharge as set forth in 37 C.F.R. § 1.16(e); and
- (3) substitute drawings in compliance with 37 C.F.R. § 1.84. Applicants submit that the substitute drawings include no new matter and respectfully request that the enclosed drawings be substituted for the drawings originally filed with the application.

Respectfully submitted,

A handwritten signature in cursive script that reads "Robert A. Muha".

Robert A. Muha
Reg. No. 44,249

KIRKPATRICK & LOCKHART, LLP
Henry W. Oliver Building
535 Smithfield Street
Pittsburgh, Pennsylvania 15222

Tel. (412) 355-8244
Fax (412) 355-6501